

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
Christopher R. Vincent	)	Group Art Unit: 2168
Serial No.: 10/680,282	)	
Confirmation No.: 7369	)	Examiner: C. Ly
Filed: October 7, 2003	)	
For: WEB BROWSER CONTROL FOR	)	
CUSTOMER SUPPORT	)	
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**SUPPLEMENTAL AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

In connection with the above-identified application, please enter and consider the following further amendments and remarks.